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IDENTIFIERS Fraud; Funerals; Mail Order; Small Claims Court; Warranties

ABSTRACT

This bibliography, designed primarily for state and local consumer offices, includes 650 publications on a wide range of consumer affairs subjects. Topics include advertising, appliance purchase and repair, automobiles, how and where to complain, contracts, credit and banking, fraud, door-to-door sales, energy and utilities, financial planning and management, nutrition, funerals and wills, health care, home repair, housing, insurance, investments, real estate, laws, mail order, safety, senior citizens' concerns, small claims courts, training materials, and warranties. Part I is an alphabetical listing of publications by title. Following the title is number of pages, languages in which the publication is available, copyright and ordering information, and name of the authoring agency. Part II is a listing of titles by subject category. Part III lists contributing offices and includes addresses, phone numbers, and a key to each office's publications which are included in the bibliography. (CT)

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UNITED STATES OFFICE OF CONSUMER AFFAIRS
NATIONAL ASSOCIATION OF CONSUMER AGENCY ADMINISTRATORS

CE 033 937

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SEPTEMBER 1982

Dear Reader:

The U. S. Office of Consumer Affairs (USOCA) and the National Association of Consumer Agency Administrators (NACAA) are pleased to make this bibliography available to you. Publications included in the bibliography are those received early in 1981 and thereafter in response to a letter from USOCA and NACAA to state, county and city government consumer offices and state insurance commissioners. These 650 publications, submitted by organizations in 43 states and the District of Columbia, cover a wide range of subjects of interest to those involved in consumer affairs.

While the bibliography may prove useful to others, it was designed primarily for the benefit of state and local consumer offices. We believe it will make it easier for consumer officials to share information and ideas and, therefore, to serve consumers in their communities more efficiently and more effectively. It is our hope that readers will request only publications shown to be available to them and that, whenever possible, publication requests will be accompanied with self-addressed, stamped envelopes. This will help to minimize financial and workload pressures on offices whose publications are listed.

Special thanks are due to these offices for providing materials for inclusion; to Charlotte Newton of NACAA; and to Dr. Lillian Mohr, Anne Chapman, Daisy Cherry, and Kerri Calvert of USOCA. Comments or suggestions regarding this publication should be directed to Ms. Chapman or to Ms. Newton at the above addresses.

Sincerely,

Clair E. Villano

CLAIR E. VILLANO
President
National Association
of
Consumer Agency Administrators

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Director
U.S. Office of Consumer Affairs
and
Special Assistant to the President

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HOW TO USE THIS BOOK

This bibliography consists of three main sections. Part I is a listing of all of the publications arranged alphabetically by title. The first line of each entry in this section contains one or more letters or numbers. These are codes denoting subjects covered by the publications. A key to these codes can be found at the beginning of Part I. Also included in each entry is detailed information regarding number of pages, copyrights, availability, price, and issuing office. Many offices submitted more than one publication. Therefore, to avoid needless repetition of addresses, we have provided a single listing, by state, of office addresses and telephone numbers in Part III, which begins on page 167.

Readers who desire listings of publications covering specific topics should refer to Section II (p.113). Titles are listed alphabetically under each subject heading. Detailed information about each publication can then be obtained by referring to Part I.

In most cases subject categories should be self-explanatory. Readers who have difficulty locating publications on a particular topic should check the Appendix, which we hope will clarify any questions.

While extensive effort has been made to ensure that information is complete and accurate, we recognize that information such as price and availability of some materials may have changed during the time the bibliography was in preparation. We regret any inconvenience this may cause readers or issuing offices.

PART I

Alphabetical List of Publications

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The letter and number codes below are used in each entry in Part I to indicate subjects covered by each publication. Many publications cover more than one subject.

A	Advertising
B	Appliance Purchase & Repair
C	Automobile Purchase & Rental
D	Automobile Repair & Maintenance
E	Complaints--How & Where to Complain
F	Contracts
G	Credit & Banking
H	Deceptive Practices/Fraud
I	Door-to-Door Sales
J	Energy & Utilities
K	Financial Planning & Management
L	Food & Nutrition/Food Safety
M	Funerals & Wills
N	Health Care
O	Home Improvement & Repairs
P	Housing/Household Moving & Storage
Q	Insurance, Automobile
R	Insurance, Health
S	Insurance, Life

T	Insurance, Property/Casualty
U	Insurance, General
V	Investments/Business Opportunities
W	Land Sales
X	Landlord-Tenant Relations
Y	Laws & Regulations
Z	Mail Order Purchases
1	Personal Improvement
2	Safety
3	Senior Citizens' Concerns
4	Small Claims Courts
5	Surveys, Studies & Reports
6	Training Materials
7	Warranties/Guarantees
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